



# 2021 RESIDENTS' SURVEY RESULTS

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August 2021

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## Introduction

This report details the results of the 2021 Central Otago District Council Residents' Survey which was carried out between 3 June and 27 June 2021.

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 sixth 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:

- community newspaper and news bulletin advertising
- local radio advertising
- promotion on Council's website
- CODC Facebook page
- app-vertising on The Central App
- onelan screen promotion at our libraries, visitor centres and swim centres.

A print version was available for those without internet access. One (1) hard copy was completed and returned.

We had 632 people take the survey and 488 respondents fully complete all the mandatory questions. This was a completion rate of 77%.

The following is an analysis of this year's survey results based on the 488 fully complete surveys.

## How representative is this survey?

The following tables compare the demographics of this year's survey sample to the 2017, 2018, 2019, 2020 and 2021 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 skewed towards women. There was a slight increase in the percentage of men completing the survey compared to 2020. It is a common characteristic of un-weighted surveys to be skewed towards women. This year we allowed more than one survey to be completed per IP address to see if this made any difference to the number of men completing the survey. Though there was a slight increase, it is not significant enough to draw the conclusion that more than one survey able to be completed per IP address played a material part in the increase.

	2021 sample %	2020 sample %	2019 sample %	2018 sample %	2017 sample %	2018 Census counts %
Male	33%	30	35	34	34	50.9
Female	66%	70	65	66	66	49.1
Gender diverse	0.4%	-	-	-	-	

### Q2 Age

The number of respondents in all age brackets has remained very consistent with the 2020 data. The under 40 age bracket continues to be under-represented when compared to the 2018 census data, though this is not unexpected. The 60 and over age bracket is over-represented, and this has been the trend since 2017.

	2021 sample %	2020 sample %	2019 sample %	2018 sample %	2017 sample %	2018 Census counts %
Under 40	21	23	16	23	23	42
40-49	19	17	14	18	18	12
50-59	20	19	23	22	20	15
60 and over	40	41	47	37	39	31

### Q3 Ward

The 2021 survey sample is representative of the district with both Maniototo and Teviot Valley being slightly over-represented when compared to the 2016 electoral roll percentages. Cromwell is slightly under-represented.

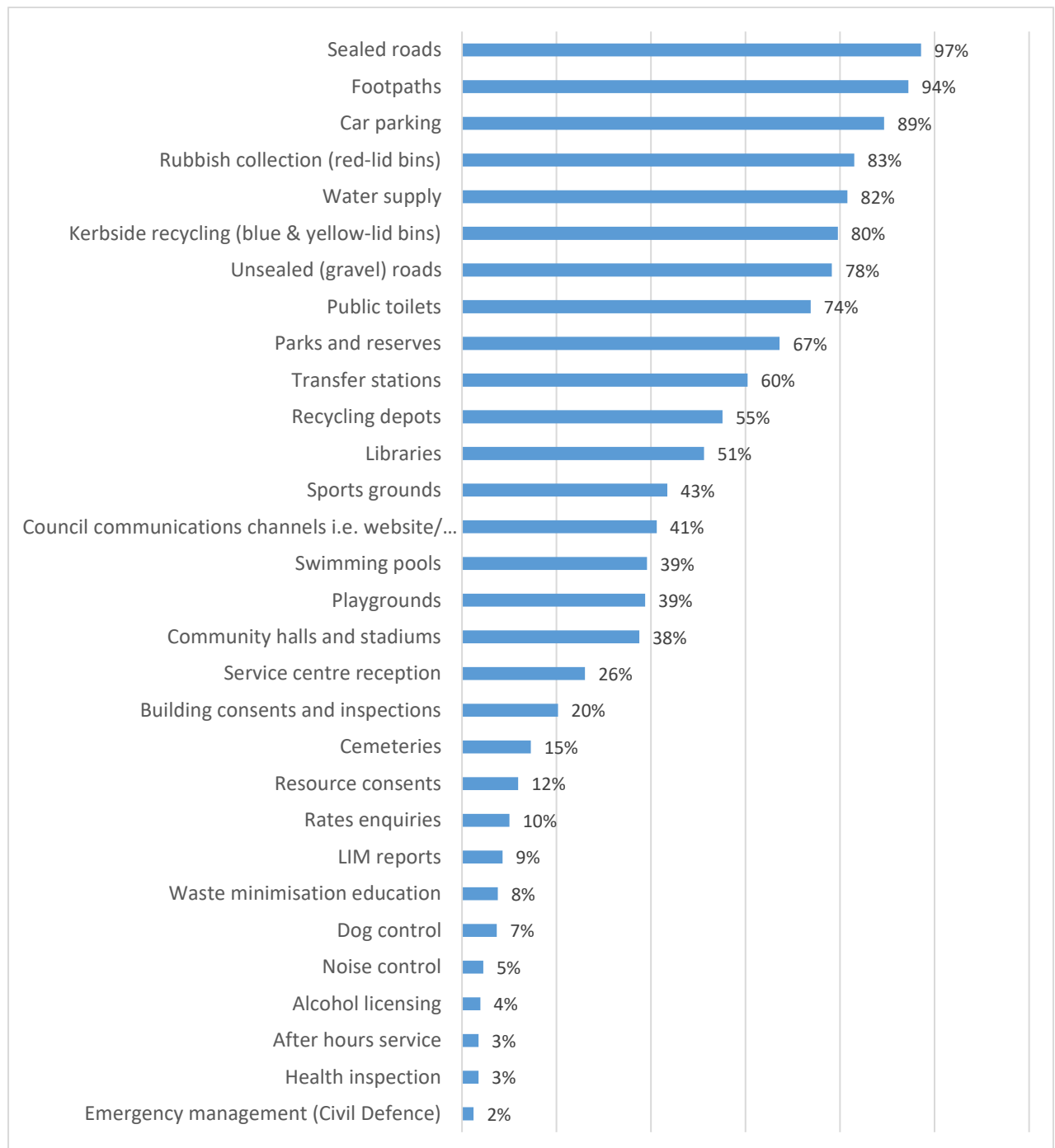
	<b>2021 sample %</b>	<b>2020 sample %</b>	<b>% of district population by ward based on electoral roll</b>
<b>Vincent</b>	46	54	47
<b>Cromwell</b>	30	33	37
<b>Maniototo</b>	15	9	8
<b>Teviot Valley</b>	9	4	8

## 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.

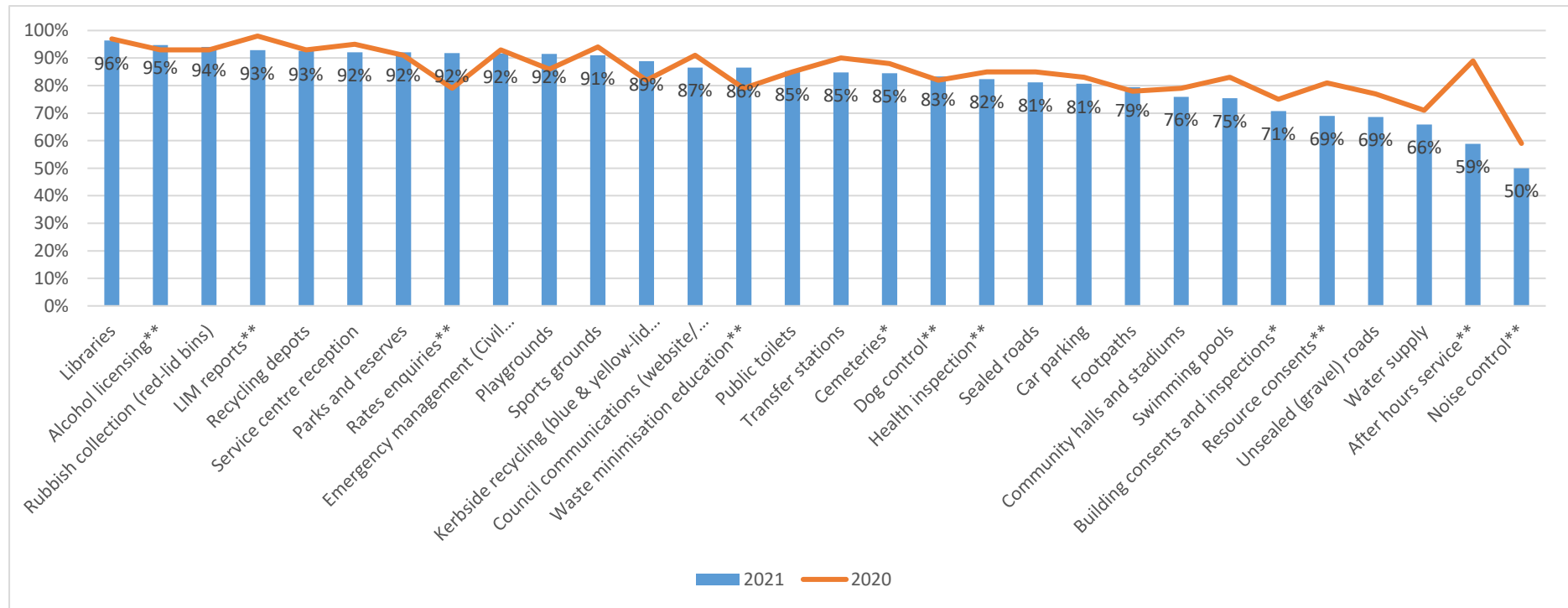
The graph below shows the percentage of respondents who have used or experienced each service or amenity.



### Q5 Satisfaction with services and amenities

The graph below shows the 2021 results compared to the results from 2020. Of note, satisfaction with rates enquiries increased from 79% in 2020 to 92% in 2021. Playgrounds and kerbside recycling both had slight increases in satisfaction from 2020 to 2021, as did waste minimisation education.

Unsealed (gravel) roads had a decrease in satisfaction from 77% in 2020 to 69% in 2021. Satisfaction with after-hours service decreased from 89% in 2020 to 59% in 2021 and resource consents also decreased in satisfaction from 81% to 69%. For these two services, 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 157 comments made and the most commonly mentioned themes are detailed below.

**'No'** (49) – 49 comments simply said no, they hadn't had a positive experience they'd like to share.

**Customer Service/Staff** (31 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.

**Planning** – *including Building Consents, Resource Consents and LIMs* (18 comments) – these comments mentioned prompt, helpful and understanding staff when working through consent processes; good service from contractors.

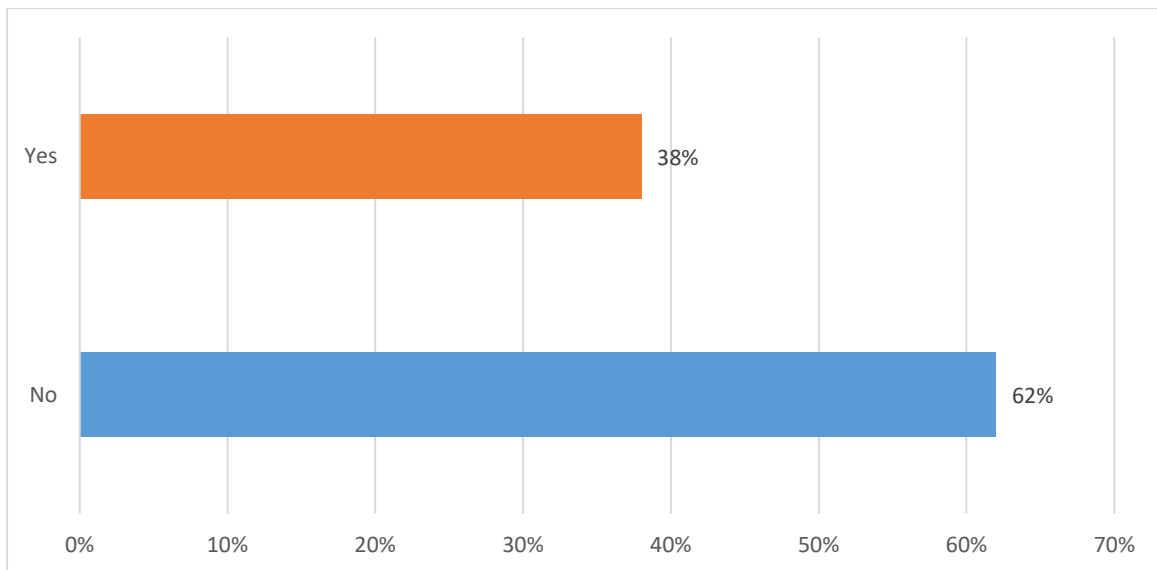
**Libraries** (14 comments) – all of these comments referred to the libraries being a wonderful service and library staff being welcoming, friendly and helpful.



### 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-eight percent of people said yes, slightly more than in 2020 (36%).

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



## Q8 Problems faced

There were 176 comments provided by respondents. The main problems experienced by residents fell into the following categories. The information below describes the most commonly mentioned themes in each category:

**Roading** (51 comments) – safety issues with broken (tree root damage) 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 (particularly in Cromwell).

**Waste** (35 comments) – dissatisfaction with how often the red bin is collected particularly in summer months; rubbish bins being full and not emptied often enough; issues with staff not being helpful or friendly particularly at Cromwell transfer station and a lack of recycling options around the district.

**Water Services** (34 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; dissatisfaction with having to be under boil water notice (Ranfurlly/Naseby).

**Parks and Recreation** (27 comments) – inadequate maintenance of greenways, parks, reserves and verges i.e. lack of mowing and tree trimming and weeding; lack of allocated dog parks. Issues with the cleanliness of swimming pools and changing facilities; irregular opening hours and issues with the temperature of pools.

**Planning** – *including Building Consents, Resource Consents and LIMs* (26 comments) – waiting times for building and resource consent outcomes; issues with unclear rules around consent requirements and the cost of consents.

**Communications** (13 comments) – issues with not receiving responses to queries in a satisfactory timeframe; CODC website difficult to navigate.

**Regulatory** (9 comments) – most comments related to unsatisfactory outcomes to noise control complaints; lack of dog control enforcement, dog poo not being picked up and dogs being off the lead on tracks, trails and around town.

## 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** (101 comments) – footpaths to be kept in good condition through regular inspection and repairs; repair sealed roads faster and to a higher standard i.e. potholes; maintain unsealed (gravel) roads – regular grading to a better standard and repair them after weather events; more car parks particularly in Cromwell; monitor and enforce time restricted parking areas.

**Waste** (72 comments) – many people said they felt the waste collection schedule needed to be updated with suggestions that the blue-lid bin needs to be collected more frequently and the red-lid bin needs to be picked up weekly (particularly during summer); ability to recycle more types of plastic; more education/information about different recyclables and how best to recycle each; more public rubbish bins, emptied more often (especially during peak times) and at more locations.

**Water Services** (47 comments) – the majority of these comments were about dissatisfaction with the quality of the water and removing lime from the water supply; respondents commented particularly about the need for water supply improvements in Maniototo (Ranfurly and Naseby); resident’s expressed dissatisfaction with boil water notices.

**Planning** – *including building consents, building inspections and resource consents* (40 comments) – faster building and resource consent processes (e.g. more staff/resource for consents); better communication with applicants throughout the consent process with a suggestion to have more information about the process available online; reduce waiting times for building inspections.

**Parks & Recreation** (26 comments) – better maintenance of parks and greenways (weeding); upgrade sports grounds and facilities (e.g. cricket pitches, hockey turf); suggestions to upgrade playground equipment to cater for different age groups with particular reference to toddlers; education around track and trail usage to keep both cyclists and walkers safe.

**Communications and engagement** (25 comments) – more regular updates on council projects i.e. water supply; better, more simplified communication; engage via different channels (e.g. email, daily updates) with a suggestion to create a ‘user portal’ where all information can be in one place (i.e. ‘my codc’); more positive news about from council; staff to take ownership of issues at first contact rather than passing on to someone else.

**Pools** (19 comments) – pools and change facilities need to be cleaned more regularly along with general upkeep and maintenance (i.e. water fountain, coat hooks); reduce the cost to swim at pools; communicate directly with regular swimmers when there is an issue at the pool.

## 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.

2021 Ranking	Answer Choices	Responses (%)	Actual Count	2020 ranking
1	Water Supply	35%	171	1
2	Community Planning	17%	85	4
3	Footpaths	16%	76	2
4	Unsealed (gravel roads)	15%	72	12
5	Community halls and stadiums	15%	71	13
6	Economic development	15%	71	3
7	Sewerage system	14%	69	6
8	Sealed roads	14%	66	9
9	Litter bins	13%	62	14
10	Walking/cycle tracks	13%	62	5

Water remains the top priority for our district at large. Footpaths and community planning are also high priorities for respondents, as they were in 2020. Unsealed (gravel roads) ranked 4 and community halls and stadiums (ranked 5) have moved up the priority list for the community from ranking 12 and 13 respectively in 2020.

### Top Priorities by Year

The table below shows the priorities identified in 2021 compared with the previous three years.

Ranking	2021 Priorities	2020 Priorities	2019 Priorities	2018 Priorities
1	Water Supply	Water Supply	Water Supply	Water Supply
2	Community Planning	Footpaths	Footpaths	Community Planning
3	Footpaths	Economic Development	Community Planning	Sewerage System
4	Unsealed (gravel) roads	Community Planning	Walking / Cycling Tracks	Litter Bins
5	Community halls and stadiums	Walking / Cycling Tracks	Economic Development	Footpaths
6	Economic development	Sewerage System	Sewerage System	Public Toilets

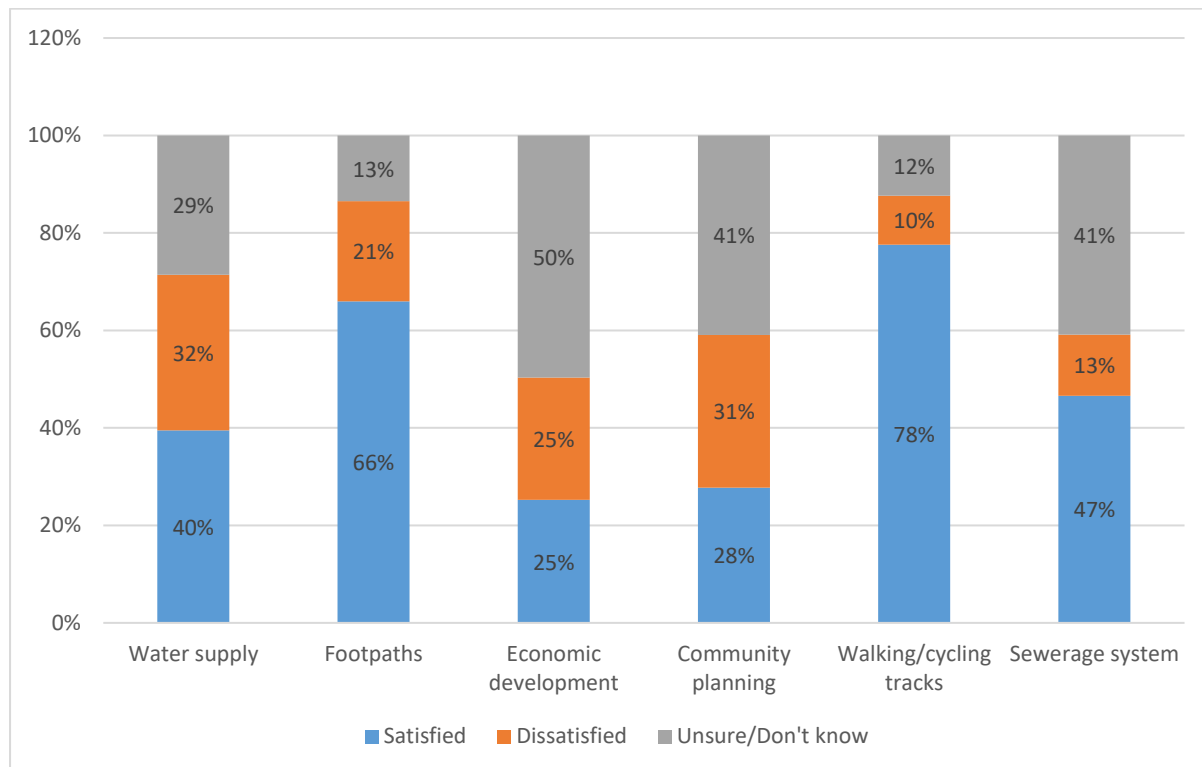
**Top Priorities by Ward**

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

<b>Ward</b>	<b>2021</b>
Vincent	<ol style="list-style-type: none"> <li>1. water supply</li> <li>2. economic development</li> <li>3. sewerage system</li> </ol>
Cromwell	<ol style="list-style-type: none"> <li>1. community halls and stadiums</li> <li>2. car parking</li> <li>3. water supply</li> </ol>
Maniototo	<ol style="list-style-type: none"> <li>1. water supply</li> <li>2. unsealed (gravel) roads</li> <li>3. sealed roads</li> </ol>
Teviot Valley	<ol style="list-style-type: none"> <li>1. unsealed (gravel) roads</li> <li>2. litter bins</li> <li>3. sealed roads</li> </ol>

## 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.

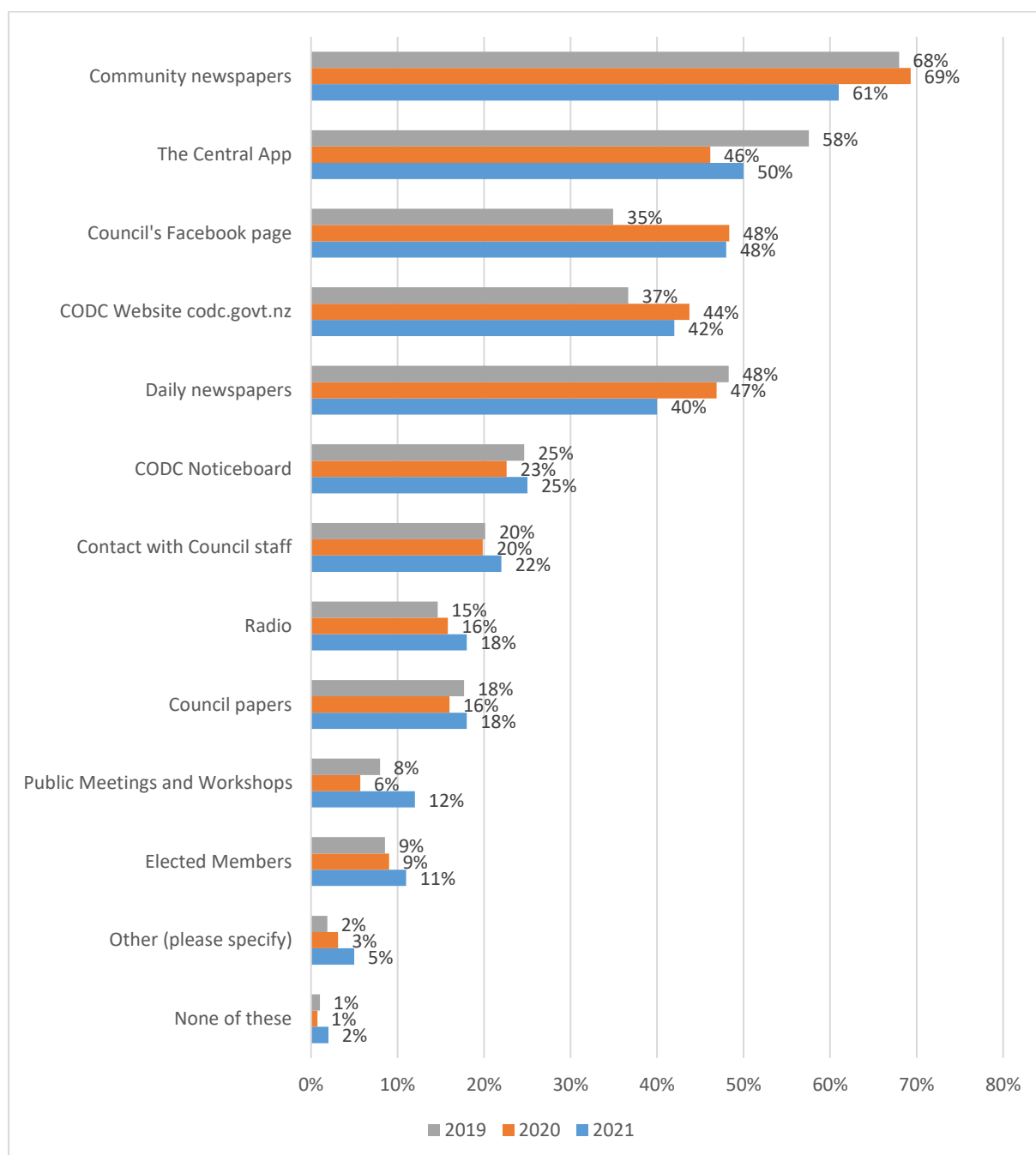


## Q12 Where do you obtain Council information?

The graph below compares the results from 2021 with the previous two years.

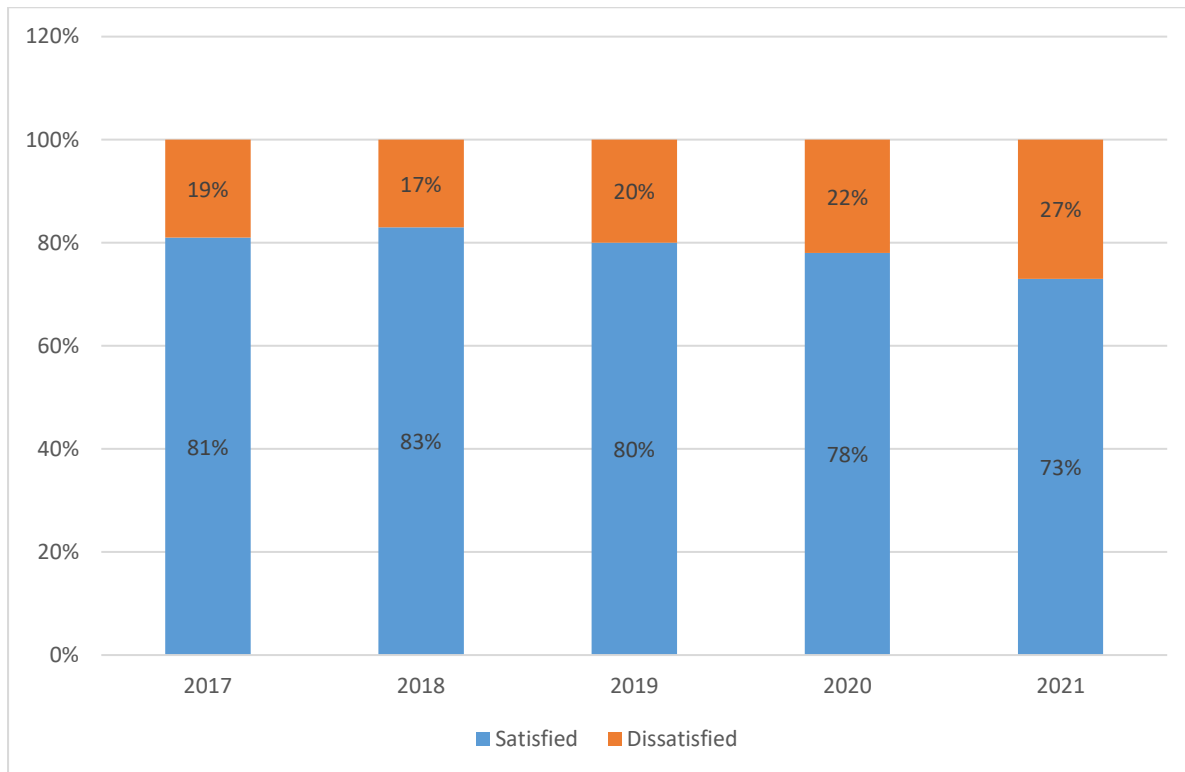
Community newspapers (61%) continues to be the most common source of Council information for respondents, though it has decreased slightly in 2021 when compared to the previous two years. Daily newspapers has decreased in popularity as a Council information source, and public meetings and workshops and elected members have both increased slightly.

The number of respondents getting Council information from The Central App has increased from 46% to 50%.



### 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 78% in 2020 to 73% in 2021. There has been a gradual decline in satisfaction from 2018 to 2021.



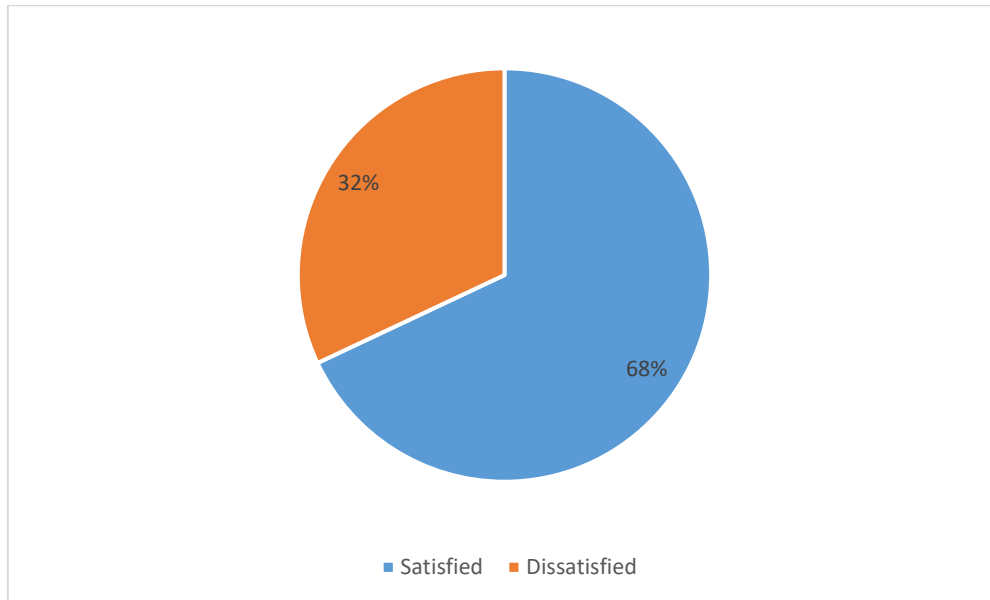


## Q14 – 15 Elected Member Performance

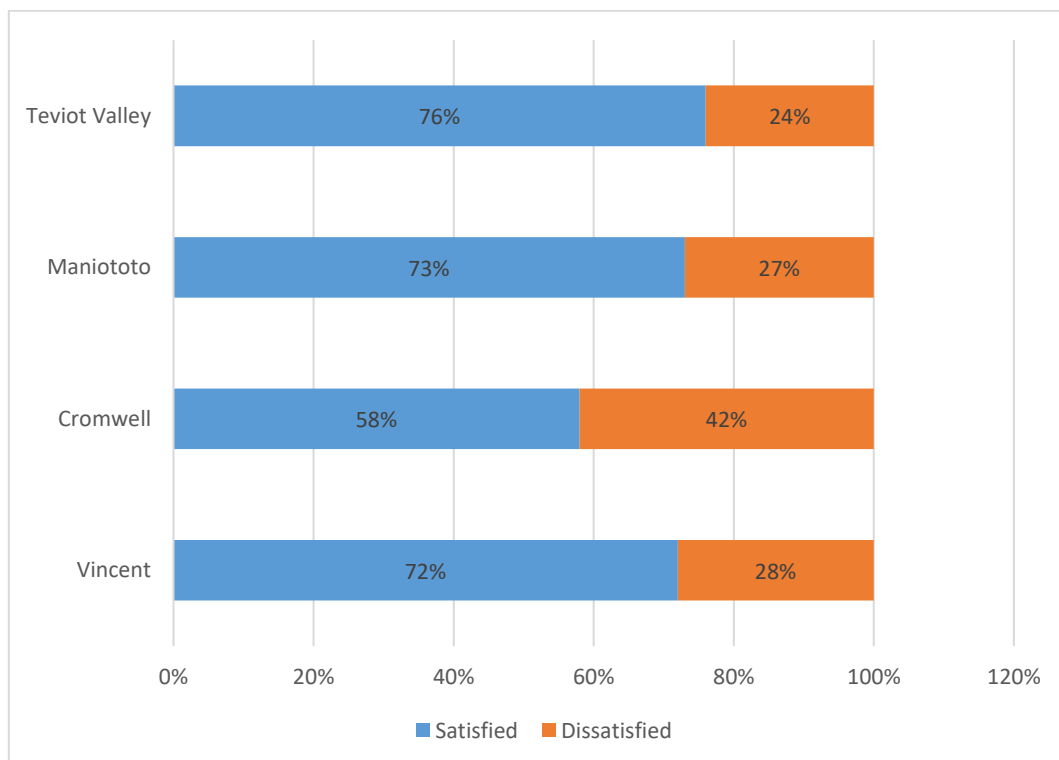
### Q14 Performance of Councillors

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

#### District Level



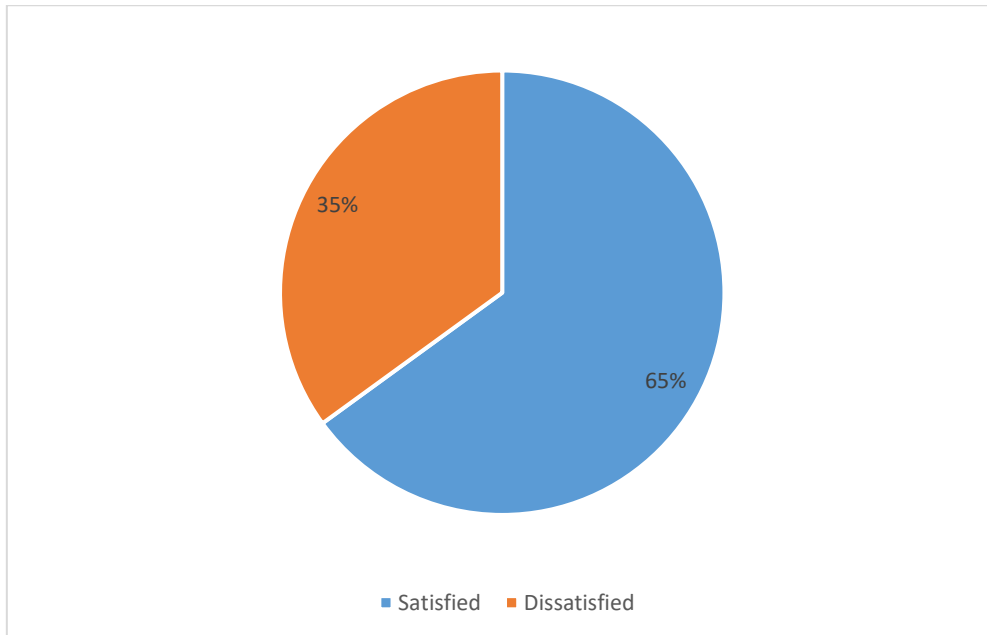
#### By Ward



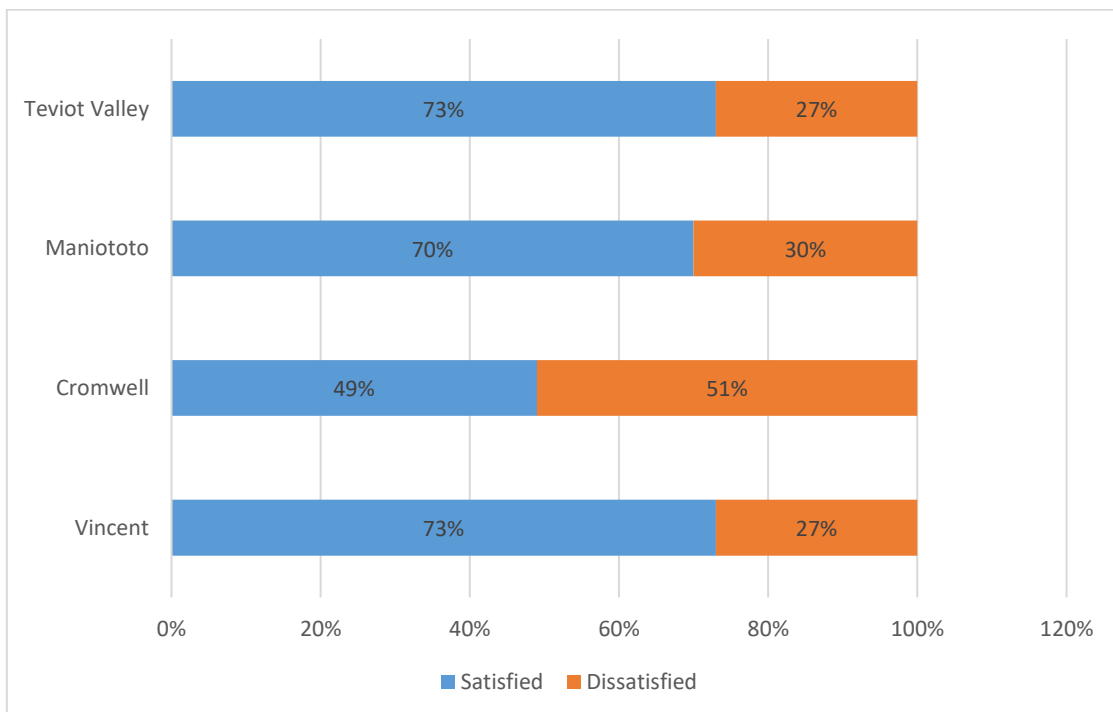
Q15 Performance of Community Board Members

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

District Level



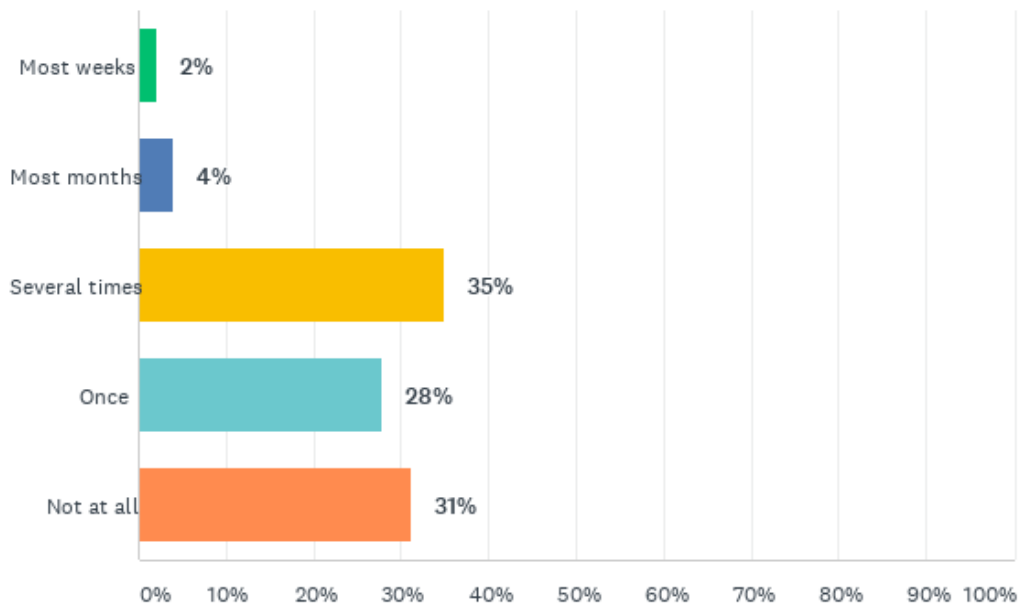
By Ward



## Q 16 – 19 Contact with Council

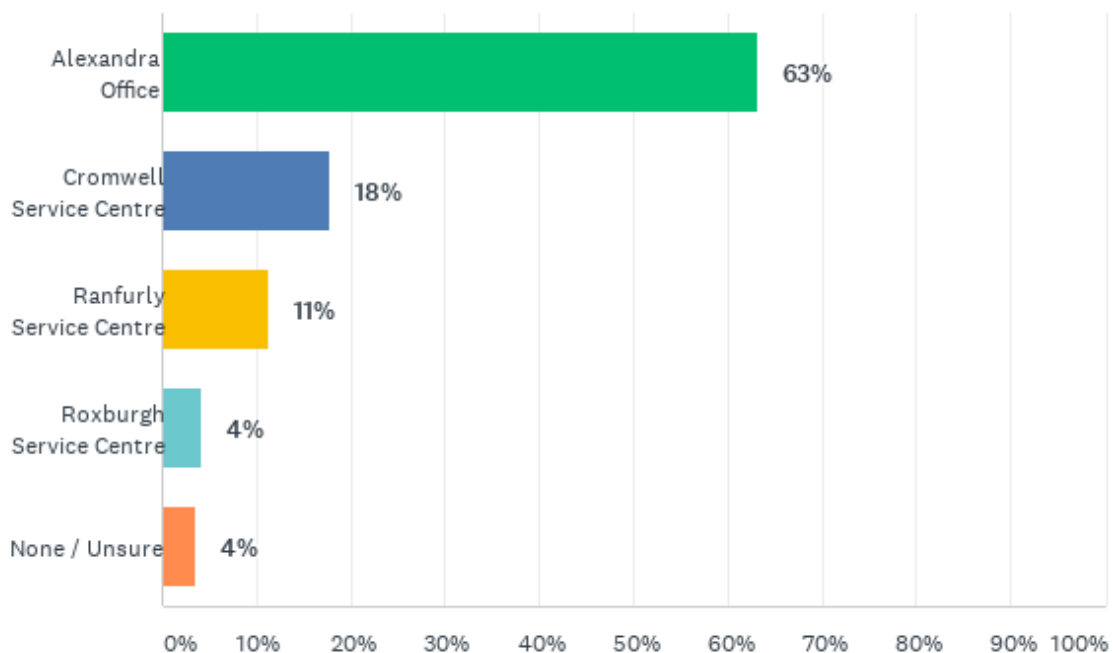
*Q16 How often have you contacted Council in the last 12 months?*

69% of respondents had contacted Council at least once in the last 12 months, with 41% having been in contact multiple times. 31% of respondents had not contacted Council at all in the last 12 months.

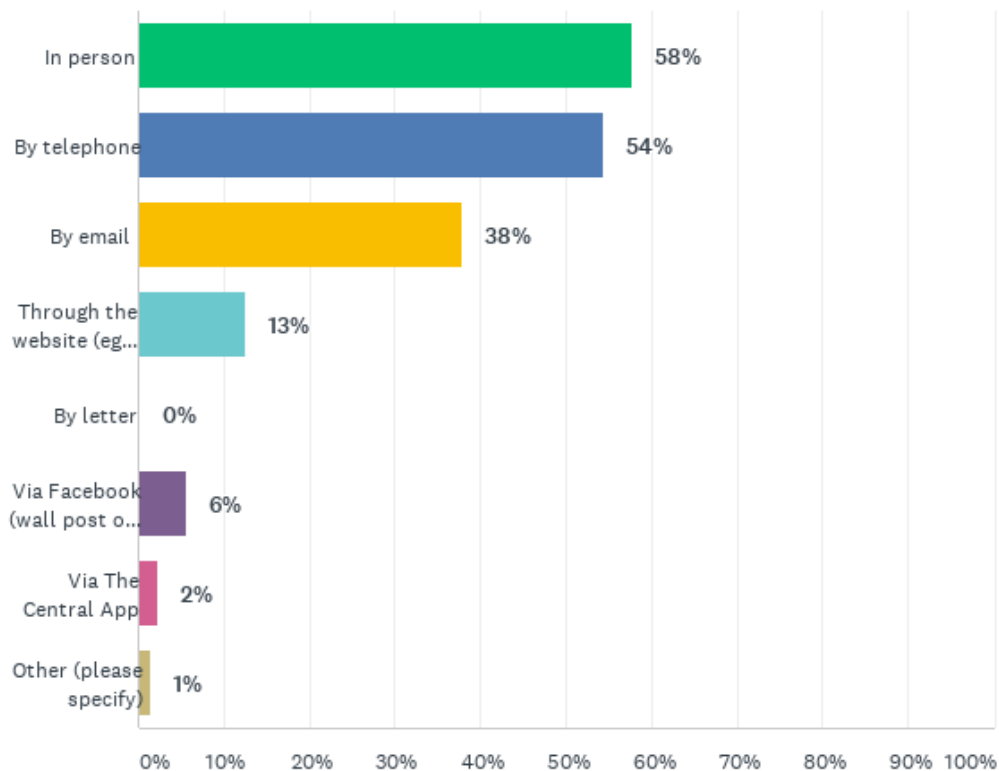


*Q17 Which CODC office did you have most contact with in the last 12 months?*

The majority of respondents had had most of their contact with Council through the Alexandra office (63%) and the Cromwell office (18%).

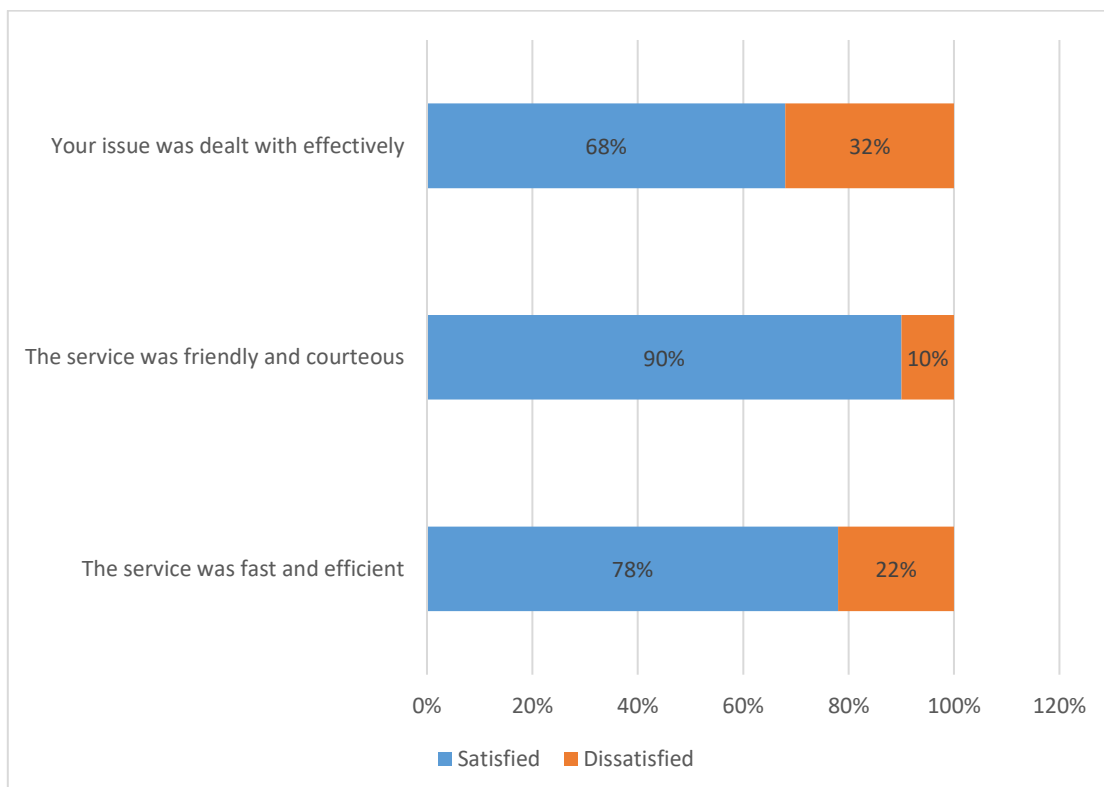


Q18 How did you make contact?



Q19 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 32% 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 2021 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.**

**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

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



**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
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)**

**2021-24 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"/> After Hours Answer Service              |
| <input type="checkbox"/> Recycling Depots                        | <input type="checkbox"/> Council's Elderly Persons' Housing units | <input type="checkbox"/> Council Communications                  |
| <input type="checkbox"/> Waste Minimisation Education            | <input type="checkbox"/> Libraries                                | <input type="checkbox"/> <b>None of these</b>                    |
| <input type="checkbox"/> Litter Bins                             | <input type="checkbox"/> Parks and Reserves                       |  |
| <input type="checkbox"/> Other (please specify)                  |   |  |
-

## 2020-21 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"/>
Economic development	<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"/>
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's Facebook page
- Daily newspapers
- Community newspapers and bulletins
- Public Meetings and Workshops
- Contact with Council staff
- CODC Noticeboard (page 5 The News)
- CODC Website - [www.codc.govt.nz](http://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 12 months?

- Satisfied
- Dissatisfied

\* 15. Please indicate how you feel about the performance of your local community board in the past 12 months?

- 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"/>